

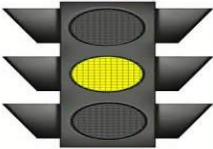
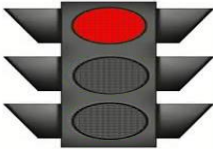
Specialty Permit Inspections Codes & Regulations

KPI Owner: T. Watkins

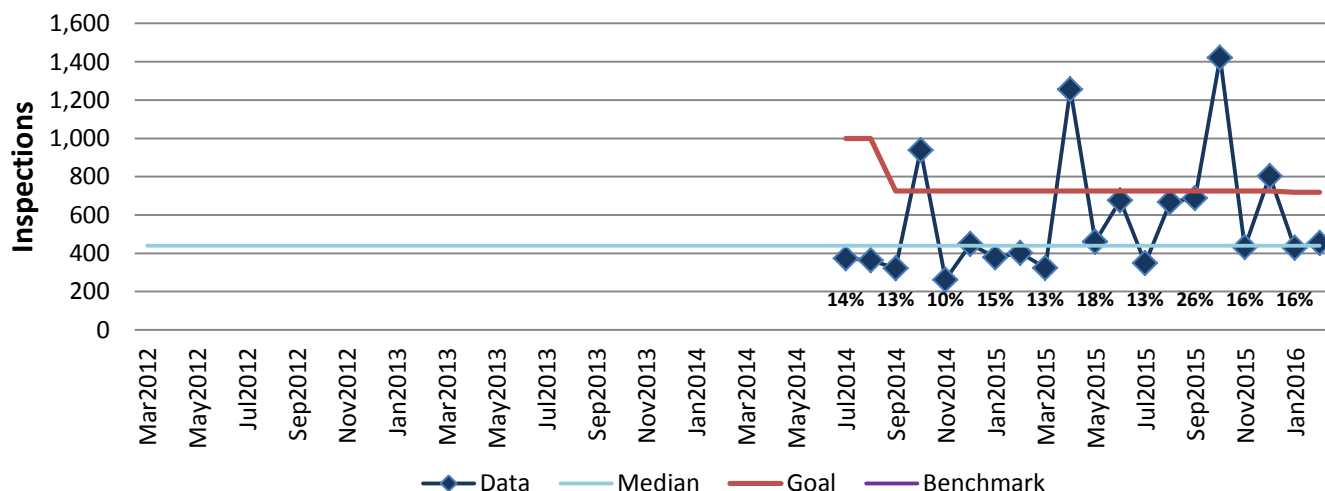
Process: ABC Inspections

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Inspect Cabs and Drivers 3 Times per year, Inspect ABC Locations and Amusement Devices 2 Times a Year, and all other licenses once a year. Benchmark: TBD	Data Source: Hansen Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The number of inspections made on properties with ABC and specialty licenses in Louisville Why Measure: Ensure compliance with ABC and specialty licenses Next Improvement Step: Maintain a fully-staffed unit. Emphasize Amusement Machines.

How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
8,686	7,959		718	454	
Inspections	Inspections		Inspections	Inspections	

Specialty Permit Inspections



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.